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MEMORANDUM

Subject: Notes from the Vienna installation debriefing

Date: 9 June 1987

The purpose of this meeting was to provide an overview of the Vienna installation to review the lessons learned and discuss both the positive and negative experiences incurred in order to better prepare for the Hong Kong installation. Areas discussed were: travel arrangements, actual installation, shipping (in order: hardware, software), site-acceptance-test, training, and transition. The following are the points identified.

TRAVEL ARRANGEMENTS
Vienna
Initially, all arrangements were ok. However, with the delay of the trainers the rooms originally reserved were lost when the hotel gave up the rooms.

Hong Kong
Transportation for the first groups is all arranged. Reservations will be made as the next group prepares to go. A set of itineraries is required by Twila as soon as possible.

INSTALLATION
Vienna
There was a problem with the power in that it differed from what was documented. The laying of the cables took a greater amount of time than originally anticipated.

Hong Kong
Regulations with regard to the building codes and landlord need to be verified. Special teflon coated cables are required when going between floors to meet the fire codes. These will be purchased in Hong Kong. To help with installation, Harry is bringing a power analyzer and various cable tooling with him. The installation team is due at the Bureau on 6/15/87.

SHIPPING HARDWARE
Vienna
The support received from the Bureau was over and above what was necessary. A consumption list is required from Vienna. 2 Victor's are still there. LEC has the equipment list of the configuration and is consolidating it into their system for subsequent distribution.

SHIPPING HARDWARE (continued)
Hong Kong

Currently, two laser printers are on the supply list that have not been shipped. Therefore, the configuration list is inaccurate. The configuration list was sent to Hong Kong after the arrival of the equipment. It takes ten days to process the equipment list in order to get the equipment through customs. Currently, the equipment is being stored at customs. As a result, the installation team may have to purchase additional cables for the inter-flooring since access to the shipment is not possible.

SHIPPING SOFTWARE
Vienna

Software changes were necessary to get the transmit in sync with the circuit. The entire circuit was not strictly asyncronous: 300 bps went into the Bureau and 1200 bps was going out. The Bureau did not know what they were interfacing with (assumed to be intended by the embassy or consolate). Recommend a data scope and oscilloscope be on hand during installation.

Hong Kong

The line to the embassy is estimated as 1200 or 2400 Baud. It is intended to have a data scope and oscilloscope available during installation. If a data scope is not available in Hong Kong, one will be sent asap.

SITE ACCEPTANCE TEST
Vienna

Jeff was needed during installation to originate and implement the test messages. A copy of the test messages has been given to LEC for Hong Kong. The question arose concerning who is/should be responsible for working the test messages? LEC or the commo personnel at the Bureau? Bureau personnel should be responsible.

Generic changes (file naming procedure was improved) were made to the software in Vienna. It is intended to formalize these changes and implement them into the Hong Kong installation.

Communication needs to be improved with regard to details. This will become crucial during the facility transition to Reston. The situation regarding back channels needs to be resolved. As a result, weekly/daily activity reports should be discussed first thing each morning with the Bureau Chief. Provide the Chief of any anticipated exchanges with "what will be said". If a problem arises, telephone Twila with an "ears only (internal) administrative" call.

With regard to the configuration of the printers and who is responible for which printers as they are updated, no decision was made. Commscribe vs LEC printer problem has been tabled until the next ERB meeting.

SITE ACCEPTANCE TEST (continued)

Hong Kong

A copy of the set of test messages have been presented to the installation team. No changes will be made to the software. If a change appears necessary, a DR should be submitted to the ERB. Communication will be continual in the form of weekly activity reports and "internal" calls to Twila if necessary.

TRAINING

Vienna

Upon arrival in Vienna the training team met with the Bureau Deputy Chief. The Deputy Chief provided a schedule of personnel requiring training and times. This schedule produced a group of people with a wide range of knowledge (ie, some were completely unfamiliar with the computer and others were extremely fluent in the use of computers). This schedule could not be modified.

The class material specifically needs more graphics and visuals addressing all levels of computer knowledge. Different functions within the system need to be addressed. Also, the classes need to include more application exercises. The variety of information presented should be minimized to what the personnel actually need to know.

As a result of space shortage, the commo people trained in the commo room. This produced some trouble with regard to trying to train and test the equipment (software) at the same time.

Hong Kong

To resolve a potential space problem also existing in Hong Kong, the availability of LEC Hong Kong space is being considered as an off-site training facility. Also, a trainer should be sent over to Hong Kong earlier to coincide with the set up of the hardware. This would alleviate the need of the installers to "trouble-shoot train" the people. However, this may not be a problem since the personnel may already be familiar with the equipment. It was also suggested that the System Administrator be on-hand and become familiar with the installation and equipment so as to assist in training others about the system.

TRANSITION

Vienna

There was a problem with the configuration of the hard disk as a result of a difference between the victor and IBM computers. The utilities of PC DOS and some commands were different. Some of the computers had to be physically moved around (primarily for personal preferences) which was a timely process.

Hong Kong

None apply.

LESSONS LEARNED/CONSIDERATIONS

The Vienna software needs to be considered the baseline system for configuration control. The LEC Development facility needs to establish this baseline prior to installation at Hong Kong. Any changes, subsequently, need to be back-fit to Key West and then distributed to all.

The Press Agency is considered a prototype yet, is under control. It will be formalized following the development facility finalization. During installation, it required fine tuning for message in sequencing. In Hong Kong and elsewhere, it will need to be under control and possibly field modified. Radio frequency needs to be investigated for press agency.
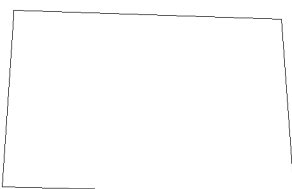
The training scenario needs to be shipped prior to the arrival of the trainers.

The System Administrator needs to become an integral part of the integration and test team early.

In planning for each Bureau installation, we must "worry" about all possible considerations and should not expect to get the "concern" from the Bureau's.

The field needs answers. The fax should be used to define and detail the problems.

MEETING ATTENDEES

	ADD
	ADD
	ADD
	ADD
	OPS
Joe Korzemlsa	LEC
John Wingertsman	LEC
Laura Mueller	LEC
Harry Nanejian	LEC
Ting Loo	LEC
Kristin Minaides	LEC
Lee Walker	LEC
Jack Williams	LEC
Joe Barrett	LEC
Scott Carpenter	GE/SES
Al Coffin	GE/SES
Bill Stanbridge	GE/SES
Laird Steinberg	GE/SES

STAT